



GOVERNOR'S  
*Award*  
FOR  
QUALITY  
AND  
PRODUCTIVITY  
CUSTOMER SERVICE  
EFFICIENCY/PROCESS IMPROVEMENT  
INNOVATION  
TECHNOLOGY IN GOVERNMENT

Governor Jeremiah W. (Jay) Nixon

Coordinated By:  
Office of Administration  
Division of Personnel  
Center for Management and Professional Development  
[www.training.oa.mo.gov](http://www.training.oa.mo.gov)

# 2014 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

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## PROGRAM DESCRIPTION

The Governor's Award for Quality and Productivity (GAQP) is a team award recognizing service excellence, efficiency, innovation, technology, process improvement, and employee development in Missouri State Government. Teams employed by the State of Missouri, who successfully completes a project with another section, division, department, agency or community organization, are eligible to submit a nomination.

Nominations must provide documentation which may include, but is not limited to, background information, procedures, and measurable impact of the project nominated. All winning projects must meet established requirements of effectiveness, responsiveness, and efficiency of such quality that would make the project a model of excellence in state government nationally.

## THE GAQP THROUGH THE YEARS

The GAQP was originally established in 1988. At that time, nominations could be submitted for a project that was completed and received department/agency approval. The nominations were reviewed by a Selection Committee based on a set of criteria. Award winners were identified, and sometimes multiple winners were awarded in one criteria area.

Improvements continued to be made to the GAQP over the years. In 2001, the use of specific award categories was introduced. Although this change enhanced and strengthened the GAQP process, more than one team could still be selected as a winner in each category. In 2005, the Selection Committee revised the selection process to only select and award one team project per category. The most recent enhancement to the GAQP program was the implementation of the Pinnacle Award in 2010. The Pinnacle Award is not available for nomination. It is only used (recommended) by the Selection Committee if, in their opinion, the nomination clearly encompasses multiple award categories in a manner that exemplifies the spirit of the Governor's Award, or exceeds all other nominations.

Today the GAQP may recognize one winning team in the categories of: Customer Service, Efficiency/Process Improvement, Innovation, and Technology in Government, to serve as a model of efficiency, quality, and effectiveness for other work teams in Missouri State Government to follow.

This year 20 nominations were received for consideration representing eighteen (18) state agencies and several community partners. Today we recognize and congratulate each winning team.

# 2014 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

## SCHEDULE OF EVENTS

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### WELCOME AND RECOGNITION OF DIGNITARIES

#### EMCEE

*Doug Nelson, Commissioner, Office of Administration*

#### KEYNOTE SPEAKER

*Governor Jeremiah [Jay] Nixon*

#### AWARD PRESENTATIONS

*Doug Nelson, Commissioner, Office of Administration  
and Department Executives*

#### AWARDING OF WINNING TEAMS

##### *Efficiency/Process Improvement*

*Digital Forensic Investigative Unit [DFIU]  
Department of Public Safety, Missouri State Highway Patrol,  
Department of Revenue, Department of Social Services*

##### *Innovation*

*Missouri Eat Smart Child Care  
Department of Health and Senior Services*

##### *Technology in Government*

*Frequency Acquisition Team, MO Statewide Interoperability Network [MOSWIN]  
Department of Public Safety*

#### Reception

*3<sup>rd</sup> Floor Reception*

# 2014 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

## SELECTION COMMITTEE MEMBERS

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***Andrea Beck***

Chief Financial Officer, Division of Accounting  
Department of Elementary and Secondary Education

***Mara Campbell***

Former Director, Customer Relations  
Department of Transportation

***Cari Collins***

Director, Division of Human Services  
Department of Corrections

***Tim Decker***

Director, Division of Youth Services  
Department of Social Services

***Allan Forbis***

Director, Center for Management and Professional Development  
Division of Personnel  
Office of Administration

***Mary Hoskins***

Chief, Office of Human Resources  
Department of Health and Senior Services

***Mike O'Connell***

Director of Communications, Director's Office  
Department of Public Safety

***Rachel Potts***

Director, Division of Administration  
Department of Economic Development

***Wanda Seeney***

Public Information Officer/Community Outreach and Marketing Director  
Commissioner's Office  
Office of Administration

***Debra Walker***

Director, Office of Public Affairs  
Department of Mental Health

# 2014 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY



## WINNING TEAMS

# EFFICIENCY/PROCESS IMPROVEMENT

## DIGITAL FORENSIC INVESTIGATIVE UNIT [DFIU]

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*Department of Public Safety, Missouri State Highway Patrol [MSHP] /  
Department of Revenue [DOR] / Department of Social Services [DSS]*

### Team Members

Justin Glick [DOR]  
Sgt. James Pragman [MSHP]

Sgt. Jeffery Owen [MSHP]  
Trooper Patrick Sublette [MSHP]

John Pehle [DSS]

The Digital Forensic Investigative Unit [DFIU] investigates crimes facilitated by digital devices and the Internet, as well as recovers data from digital devices in support of criminal investigations. In the past three years, significant steps were taken to redirect the focus of the Unit. A special focus is the investigation of offenses involving the sexual exploitation of children.

In 2011, the Unit began to take a more aggressive and holistic approach to Internet facilitated child sexual exploitation cases. It was determined working in conjunction with other state agencies to share talent and resources, as well as applying new investigative techniques, would be more efficient and effective.

A goal of the program is to work within existing budget constraints. Task force officers from the Department of Revenue and Department of Social Services State Technical Assistance Team, were brought into the Unit based on their specific skills. This allowed an efficient use of manpower as the officers would have a larger number of cases to work, but the various tasks are shared to improve productivity.

Equipment costs were reduced by using existing hardware where possible. For instance, surplus state computers were used to download child pornography files to advance investigations. An existing crime scene van, first purchased in 1997, was converted into a mobile forensics laboratory using Internet Crimes Against Children [ICAC] grant money. A case tracking dataset was developed in-house using existing software which saved over \$30,000 in what a commercial product would cost.

Now that the team has been constructed and the efficiencies implemented, it is anticipated the number of investigations will continue to increase. By using the Unit to develop leads and initiate investigations, team members can leverage the numerous local law enforcement agencies across the state to complete the investigation, execute search warrants, and effect arrests of suspects. The Unit plans to add additional task force officers to enhance the group's skills and increase the number of cases that can be investigated. In the last year, DFIU officers have arrested three teachers from the classroom, in response to child exploitation investigations. This is a direct and measurable example of the Unit's efforts to protect Missouri's children.

*For additional information on this team's accomplishment contact Captain Sarah Eberhand at 573-751-3452 or [sarah.eberhand@mshp.dps.mo.gov](mailto:sarah.eberhand@mshp.dps.mo.gov) or Mary Beckwith at [mary.beckwith@dps.mo.gov](mailto:mary.beckwith@dps.mo.gov) or 573-751-5424.*

# INNOVATION

## MISSOURI EAT SMART CHILD CARE

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*Department of Health and Senior Services [DHSS] / Missouri Council on Activity and Nutrition [MoCAN] / Child Care Aware of Missouri [CCA] / University of Missouri Extension [MUE]*

### Team Members

Cindy DeBlauw [MoCAN]  
Barbara Keen [DHSS]  
Ann McCormack [DHSS]

Candace Gabel [MUE]  
Megan Klenke [CCA]  
Kathy Quick [DHSS]

Sarah Gaines [DHSS]  
Nola Martz [DHSS]  
Pat Simmons [DHSS]

In January, 2010, the Department of Health and Senior Services, Bureau of Community Food and Nutrition Assistance [CFNA] launched its obesity prevention project titled *Missouri Eat Smart Child Care* [MESCC]. The project aims to improve the health and preschool readiness of Missouri's children by encouraging child care providers to meet the Missouri Eat Smart Guidelines, which provide nutrition and nutrition policy recommendations that exceed the minimum standards set by the U.S. Department of Agriculture [USDA] and state licensing requirements. There is no state or federal mandate for this project, and participation by child care facilities is voluntary. The guidelines were developed by a team of nutrition and child care specialists who wanted to be proactive in preventing childhood obesity. The guidelines are based on the 2010 Dietary Guidelines for Americans, USDA's *MyPlate*, and the Institute of Medicine recommendations. Child care facilities that improve the nutritional quality of their meals and adopt practices that promote healthy eating are recognized as MESCC facilities.

MESCC has fostered collaborations between internal and external partners, built networks and brought funding opportunities to the state that have broadened the project's impact. Examples of project successes include:

- In October 2009 and 2011, the Department received USDA Team Nutrition grants to provide on-site coaching and training to help child care centers meet the guidelines. To date, over 70 centers have received coaching services
- In 2010, the Department received the USDA Child Care Wellness grant that provided mini-grants to child care facilities to help implement the guidelines. The grant also funded focus groups to help identify barriers to implementation and guide resource allocation.
- MESCC has been highlighted at national conferences: the National Child and Adult Care Food Program Professional Association [2012 and 2014], the Southern Obesity Summit [2011], the Society for Nutrition Education and Behavior [2013], and numerous state conferences.
- In 2013 the Department received a grant from the Missouri Foundation for Health to promote Eat Smart in child care facilities in targeted communities.
- The Academy of Nutrition and Dietetics has approved MESCC for a poster session at the fall 2014 national conference.
- CFNA has collaborated with the Child Care Health Consultation Program and the University of Missouri Extension to make training and technical assistance available to facilities interested in becoming Eat Smart.
- The Missouri Council on Activity and Nutrition has established MESCC as one of its primary goals for Child Care
- Child Care Aware of Missouri has incorporated MESCC in its "*Taking Steps to Healthy Success*" program, funded by the Centers for Disease Control and Prevention [CDC].
- MESCC has been recognized by the Food Research and Action Center as a state best practice.
- MESCC has been highlighted in CDC's Early Care and Learning newsletter and in the "*Let's Move Child Care*" newsletter.
- MESCC has been the model for subsequent statewide initiatives, including Missouri Move Smart Child Care and Missouri Breastfeeding Friendly Child Care.

For additional information on this team's accomplishment contact Ann McCormack at 573-751-6269 or [ann.mccormack@health.mo.gov](mailto:ann.mccormack@health.mo.gov) or Susan Thomas at [susan.thomas@health.mo.gov](mailto:susan.thomas@health.mo.gov) or 573-526-5479.

# TECHNOLOGY IN GOVERNMENT

## FREQUENCY ACQUISITION TEAM, MO STATEWIDE INTEROPERABILITY NETWORK [MOSWIN]

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*Department of Public Safety*

### Team Members

Scott Bigham  
Bruce Clemonds  
Steve Devine  
Jim Keathley  
Chris Pickering

Major Robert Bloomberg  
Bryan Courtney  
Brett Hendrix  
Jerry Kraus  
J. D. Simmons

Corey Chaney  
Laurie Crawford  
Shelly Honse  
Matt Nutt  
Roger Strobe

Since the Missouri Statewide Interoperability Network [MOSWIN] became operational in January 2013, the system has acquired over 19,000 individual public safety users and is used as the primary day-to-day radio communications system for more than 100 local public safety agencies around the state. In addition, over 700 law enforcement agencies currently utilize MOSWIN for interoperable communications with any one or all of the other 700 agencies across the state. Until the MOSWIN network was created, none of this was possible. Local jurisdictions were often utilizing outdated and soon to be federally banned analog systems with limited range that could not communicate with other response agencies within their own jurisdictions and that could not communicate with agencies hundreds of miles away.

Many discussions were held regarding a need for such a system but the implementation was too complex and was originally thought to require upwards of \$300 million. Once provided the green light to proceed, the multi-agency team, comprising mostly of existing state employees, used creative strategies to overcome technological and financial challenges to build the system by the federal deadline. A strong collaboration between Department of Public Safety agencies [DPS, Missouri State Highway Patrol, State Emergency Management Agency], and other state and local agencies resulted in millions in savings for needed frequencies and tower infrastructure, in addition to increasing the amount of local agency participation and the level of "interoperability". Not only has the network received extremely high marks from users, it has created the platform to eliminate the hundreds of separate, incompatible radio systems.

To build MOSWIN, the team had to develop a strategy to acquire and allocate VHF High Band frequency spectrum differently than ever before. The challenge was to construct a system capable of serving so many different agencies with limited available frequencies and without a budget that would allow for spectrum acquisition. Therefore, the MOSWIN team identified existing tower sites strategically located around the state and local and federal agencies with communications needs -- and existing frequencies -- and negotiated partnerships to create a comprehensive network.

While other states have implemented similar systems, MOSWIN is a model for creating local/state partnerships and effectively using existing assets to overcome technological and financial challenges.

For more information on this team's accomplishment contact Andrea Spillars at 573-751-5432 or [andrea.spillars@dps.mo.gov](mailto:andrea.spillars@dps.mo.gov) or Mary Beckwith at 573-751-5424 or [mary.beckwith@dps.mo.gov](mailto:mary.beckwith@dps.mo.gov).



# *2014 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY*



## NOMINATED TEAMS

Teams nominated for the 2014 Governor's Award for Quality and Productivity by category.

# 2014 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

## *Nominated Teams*

### CUSTOMER SERVICE

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#### **DEPARTMENT OF ELEMENTARY AND SECONDARY EDUCATION WEBSITE REDESIGN**

Department of Elementary and Secondary Education [DESE] / Office of Administration [OA]

**Contact:** Bryan Howard - 573-526-1588 / Bryan.Howard@dese.mo.gov

Stephanie Bryan [OA], Jody Clark [OA], William Dickson [OA], Brent Foster [DESE], Tricia Helton [OA],  
Meggan Houts [OA], Sarah Potter [DESE], Jonathan Steffens [OA], Diane Stieffermann [OA],  
Lainie Strange [OA], Diana Trussell [OA], Renee Williams-Wright [OA]

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#### **ONLINE ORDERING SYSTEM**

Department of Public Safety, Missouri State Highway Patrol

**Contact:** Mary Beckwith - 573-751-5424 / Mary.Beckwith@dps.mo.gov

Ryan Badresingh, Stacia Boyum, Roger Cross, Brenda Davis, Connie Farris, Carla Flickinger, Lori Libbert,  
Mary Redel, Tonya Schaben, Bill Watkins, Shanna Weirich

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#### **ON THE MOVE: A VISION FOR MISSOURI'S TRANSPORTATION FUTURE**

Department of Transportation

**Contact:** Kelly Backues - 573-751-5985 / Kelly.Backues@modot.mo.gov

Jay Bestgen, Bob Brendel, Ben Reeser, Michelle Teel, Machele Watkins

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#### **CHILD SUPPORT PREPAID DEBIT CARD TRANSITION TEAM**

Department of Social Services [DSS] / Office of Administration [OA] /  
System and Methods, Inc. [SM Inc.] / Central Bank and Trust [CBT]

**Contact:** Sylvia Talley - 573-751-3617 / Sylvia.D.Talley@dss.mo.gov

Karla Boeckman [DSS], Erin Brandt [CBT], Brandon Casey [DSS], Nancy Crocker [DSS], Denise Dugan [DSS],  
Charles Hollingsworth [SM Inc.], Celeste Keilholz [OA], Paula Kelly [DSS], Joe LaBella [DSS],  
Laura O'Mara [SM Inc.], Gail Lester-Wyss [OA], Stefanie Martin [DSS], Karen Matheis [OA],  
Theresa McDonald [DSS], Donna Morgan [SM Inc.], Aaron Shaefer [OA], Angela Terry [DSS], Steve Tucker [DSS]

# 2014 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

## *Nominated Teams*

### **EFFICIENCY / PROCESS IMPROVEMENT**

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#### **FMDC: MISSOURI STATE OWNED PROPERTY**

Office of Administration

**Contact:** Sara Vanderfeltz - 573-751-0337 / Sara.Vanderfeltz@oa.mo.gov

Lisa Cavender, Zach Russell, Tracy Schloss, Arnold Williams, Paul Wright

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#### **RAISING SPIRIT OF ST. LOUIS BOULEVARD OVERPASS**

Department of Transportation

**Contact:** Kelly Backues - 573-751-5985 / Kelly.Backues@modot.mo.gov

Heather Copeland, Jim Gremaud, Tim Hellebusch, Vince Kaimann, Andy Tuerck

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#### **PREGNANCY AND BEYOND TEAM**

Department of Health and Senior Services [DHSS] / Office of Administration [OA]

**Contact:** Susan Thomas – 573-526-5476 / Susan.Thomas@health.mo.gov

Nancy Althouse-Hill [DHSS], Pravenna Ambati [DHSS], Jeanie Bryant [DHSS], Maggie Buckland [DHSS], Phyllis Fuller [DHSS], Terry Groner [OA], Cathy Harbison [DHSS], Peggy Henderson [DHSS], Ryan Hobart [DHSS], Jami Kiesling [DHSS], Mary List [DHSS], Angela Oesterly [DHSS], Jeanine Pagan, [DHSS], Ken Palermo [DHSS], Julie Raburn-Miller [DHSS], Cindy Rackers [DHSS], Sharmini Rogers [DHSS], Leslie Seifert [DHSS], Dean Watson [DHSS], Janice Wilde [DHSS]

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#### **SYSTEMATICALLY COLLABORATING FOR OVERALL PERFORMANCE EXCELLENCE [SCOPE]**

Department of Health and Senior Services

**Contact:** Susan Thomas – 573-526-5476 / Susan.Thomas@health.mo.gov

Nicole Ayres, Lindsay Boyd, Julie Buckley, Jessica Connell, Theresa Driver, Russell Drury, Nicole Farnsworth, Stephen Gladbach, Patrick Hopkins, Brian Inman, Sabrina Ivy, Shondra Johnson, Sandra Jones, Ashley Mehmert, Laura Naught, Pat Olson, Adam Perkins, Amy Pierce, Michelle Rodemeyer, Mindy Rustemeyer, Brandy Schafer, Stephanie Schildtknecht, Dana Strobe, Frances Thompson, Clayton Toeppen, Roy Tuua, Erica Vaughan, Dianne Veasman, Melissa Walker

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#### **MISSOURI HEALTHCARE WORKFORCE REGISTRATION EXCHANGE [MOHWORX] DATABASE**

Department of Health and Senior Services [DHSS] / Office of Administration [OA]

**Contact:** Susan Thomas – 573-526-5476 / Susan.Thomas@health.mo.gov

Sue Barnes [OA], Michael Boeger [DHSS], Stephanie Cortvrient [DHSS], Christina Hall [DHSS], Ben Harvey [DHSS], Harold Kirbey [DHSS], Dean Linneman [DHSS], Edith Logsdon [OA], Patty Osman [DHSS], Nathan Rackers [OA], Jeanne Serra [DHSS]

**MISSOURI ARMY NATIONAL GUARD ENVIRONMENTAL MANAGEMENT SYSTEM**

Department of Public Safety - Office of the Adjutant General

**Contact:** Mary Beckwith - 573-751-5424 / Mary.Beckwith@dps.mo.gov

Rebecca DeBrodie, Diana Dexter, Wiley Howell, John Jurgensmeyer, Shane Kampeter, Nathan Kempker, Drew Lane, John Lehman, Ken Marsch, Andrew Meller, Regina Meyer, Ethan Musick, Angela Neal, Christopher Scheppers, Timothy Schulte, Stanley Thessen, Lori Thornburg, Lisa Tyree, David Woolsey, Joe Zoellner

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**AGENCY TIERED SUPPORTS**

Department of Mental Health

**Contact:** Janet Gordon - 573-751-8067 / Janet.Gordon@dmh.mo.gov

Michelle Gibson, Pamela Shannon, Kristina Smith

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**eDocs**

Department of Insurance, Financial Institutions and Professional Registration [DIFP] /  
Office of Administration [OA]

**Contact:** Keith Dudenhoeffer - 573-751-3024 / Keith.Dudenhoeffer@insurance.mo.gov

Greg Buschjost [DIFP], Jeffrey Curry [OA], Keith Dudenhoeffer [DIFP], Tanya Eddy [DIFP], Christy Falter [DIFP], Christina Hartman [OA], Logan Haupt [OA], Debby Hutton [OA], Brenda Lee [DIFP], Kyle Lootens [DIFP], Grady Martin [DIFP], Dale McGlasson [OA], Eric Pahl [OA], Patty Riegel [OA], Lisa Schuster [DIFP], Steven Tackett [OA], Kaylyn Walter [DIFP]

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**RURAL CRIMES INVESTIGATIVE UNIT [RCIU]**

Department of Public Safety

**Contact:** Mary Beckwith - 573-751-5424 / Mary.Beckwith@dps.mo.gov

Corporal J. Scott Ashby, Corporal Michael Bracker, Sergeant Jason Clark, Sergeant Brenda Cone, Sergeant Bruce Houston, Sergeant Casey Jadwin, Sergeant Darrin Lilleman, Sergeant Troy Linneman, Corporal Nic Mathews, Sergeant David Mease, Marisa Wise

# 2014 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

## *Nominated Teams*

### INNOVATION

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#### STATE DEPARTMENT WELLNESS AMBASSADOR COMMITTEE

Missouri Consolidated Health Care Plan [MCHCP] / Department of Mental Health [DMH] / Department of Revenue [DOR] / Department of Health and Senior Services [DHSS] / Department of Public Safety [DPS] / Department of Insurance, Financial Institutions and Professional Registration [DIFP] / Department of Natural Resources [DNR] / Department of Economic Development [DED] / State Tax Commission [STC] / Office of Administration [OA] / Department of Social Services [DSS] / Department of Conservation [MDC]

**Contact:** Peggy deMeurers - 573-526-4117 / [peggy.demeurers@mchcp.org](mailto:peggy.demeurers@mchcp.org)

Andrew Atkinson [DMH], Rachelle Bushko [DOR], Kim Closser [MCHCP], Kathy Craig [DHSS], Lindsey Haslag [MCHCP], Brandy Jungmeyer [DPS], Laurie Knauf [MCHCP], Tamara Kopp [DIFP], Chris Lindsey [MCHCP], Misty Puckett [DNR], Kimberly Radmacher [MCHCP], Megan Rogers [DED], Rosella Schad [STC], Sarah Schuette [MCHCP], Barbara Shimmens [OA], Pat Simmons [DHSS], Lynn Struempf [OA], Jenna Twehus [DSS], Stephanie White [MDC], Mari-Jo Wilkes [DNR]

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#### I-70 STAN MUSIAL VETERANS MEMORIAL BRIDGE

Department of Transportation

**Contact:** Kelly Backues - 573-751-5985 / [Kelly.Backues@modot.mo.gov](mailto:Kelly.Backues@modot.mo.gov)

Sally Cox, Andrew Gates, John Grana, Randy Hitt, Greg Horn, Chris Kelly, Jim Middleton, Chris Morgan, Betherny Williams

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#### 100 MISSOURI MILES

Office of Administration [OA] / Department of Natural Resources [DNR] / Department of Health and Senior Services [DHSS]

**Contact:** Sara Vanderfeltz [OA] – 573-751-0337 / [Sara.Vanderfeltz@oa.mo.gov](mailto:Sara.Vanderfeltz@oa.mo.gov)

Dominick Alessi [DNR], Stephanie Bryan [OA], Lori Buchanan [DHSS], Kelli Buffington [OA], Shari Childs [DNR], Steve Cusumano [OA], Sam Minter [OA], Megg Houts [OA], Emily Kaiser [OA], Tracy Kramel [DHSS], Morgan McAboy-Young [DHSS], Britt Treece [OA], Diana Trussel [OA], Jonathan Steffens [OA], Ebonee Woods [DHSS]

# 2014 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

## *Nominated Teams*

### TECHNOLOGY IN GOVERNMENT

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#### REMOTE MONITORING SYSTEM

Department of Mental Health

**Contact:** Janet Gordon - 573-751-8067 / Janet.Gordon@dmh.mo.gov

Ron Berg, Linda Bowers, Kyla Eversman, Sue Gibson, Becky Klingsmith, Penny Mata, Matt Shannon,  
Deb Wohlers



*For information about the Governor's Award for Quality and  
Productivity contact the program coordinator:*

*Ashley Brown (573) 526-5320 / [Ashley.Brown@oa.mo.gov](mailto:Ashley.Brown@oa.mo.gov)*

*State of Missouri*

*Center for Management and Professional Development  
Office of Administration, Division of Personnel*

*"We inspire current and potential leaders on their journey to excellence."*

